SWAFFHAM & LITCHAM HOME HOSPICE SUPPORT LTD



Annual Report

2013 - 2014

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SWAFFHAM & LITCHAM HOME HOSPICE SUPPORT LTD.

GENERAL INFORMATION

Swaffham & Litcham Home Hospice Support was set up in 1988, to provide support for terminally ill patients in the local community.

From small beginnings it has grown to a group of about 80 volunteers, managed on a day to day basis by a Coordinator, Debbie Harfield, and current staff comprising three Assistant Co-ordinators, a Secretary, a Project Manager, an In-house Treasurer and a Bereavement Support Co-ordinator. All of these roles are part-time.

A Management Committee carries out financial and administrative strategy.

A grant from the NHS Norfolk Primary Care Trust and donations from the local community fund us. We rely on a separate fundraising committee to provide additional financial support.

We annually support approximately 287 patients suffering from life threatening illnesses, and their families from Swaffham, Litcham and the surrounding villages. We are a non-medical organisation giving practical and emotional support in a variety of ways.

SERVICES

HOME VISITS

Our volunteers can offer care and support in the home by visiting, providing a listening ear, someone to chat to, maybe help with shopping, outings, G.P. visits. This can give the family carer the chance to have some time off.

DAY CARE

We run a Day Care Service at our premises at Brocks Road, EcoTech Park, Swaffham every Friday from 10am to 3pm. Patients can have a relaxing day, chatting to others, trying crafts, games and activities, a delicious lunch, a relaxing reflexology session, or have a manicure. Family carers get a chance of a break from caring, but know their loved ones are being well looked after.

ART & CRAFT GROUP

Held every Wednesday, also, at our premises at Brocks Road, EcoTech Park, Swaffham, from 10am to 12 noon. It is open to anyone affected by cancer and other serious illness – this includes patients and their carers. Members can take some time out to focus on arts and crafts, something new, a chance to create something, or just come along for a chat and a cup of coffee. Reflexology is also on offer.

BEREAVEMENT SUPPORT

We offer bereavement support as individual visits, small group work and a larger ongoing bereavement support group. The ongoing Bereavement Support Club is called the Friendship & Bereavement Club and members take a greater part in organising it. The groups are run fortnightly at our premises at Brocks Road, EcoTech Park, Swaffham.

Following on from the one to one support, we also offer a bereavement support 8 week course. This is a small group therapy experience, which may help some clients by promoting the sharing of feelings and helping to rebuild their lives after their loss.

TREE OF LIGHTS

We hold an annual event at Christmas where lights are sponsored on a Christmas Tree in memory of lost loved ones. This takes place at The Green Britain Centre *(previously known as the EcoTech Centre)* in early December.

CARS WITH CARE

For patients needing support for hospital appointments and treatments, we are able to offer driver/carers who drive and escort the patients to their appointments. We call this service 'Cars with Care' as the driver will look after the patient for the duration of the trip and then return them safely home. Whilst a patient is in hospital – where there is a need – our drivers can take family members to visit.

HEAD START

A service offering help and advice to ladies suffering from hair loss due to cancer treatments. We are able to demonstrate a variety of scarves and headwear that is practical, comfortable and attractive.

LOAN EQUIPMENT

We have a stock of equipment that is available for loan to make patients more comfortable in their own homes.

FAMILY CARERS' SUPPORT GROUP

The second Wednesday of each month -2.30 to 4.30 pm. This is a drop-in facility which gives carers a chance to get together to discuss worries and concerns. They can also obtain advice and support plus have some fun and relaxation.

For more information on any of these services, please contact Debbie, Georgie, Alan or Annette at the office. 01760 722937

For Bereavement Support please contact Wendy on 01760 336645

CHAIRMAN'S REPORT

Ladies and gentlemen, thank you for attending the Swaffham and Litcham Home Hospice AGM, it's great to see you here, and we appreciate the interest in and support of our organisation. As usual our Home Hospice officers will each present their reports on the year's activities. There will be an opportunity to ask questions as we go along.

The organisation continues to provide care and support to the increasing numbers of those who require our help. This is largely due to the unceasing selfless support and work from staff and volunteers. I cannot praise this wonderful group of people enough.

The Home Hospice finds itself bobbing, still afloat, in a sea of uncertainty. We have received an unchanged grant from the West Norfolk Commission Care Group (WNCCG), and have been in recent negotiations to secure the next 12 months grants too. The short-term nature of the grant, and donations received, allow us to continue to do what we do now but stifles long-term ventures because of uncertainty.

The WNCCG itself wrestles with cost savings, the trials and tribulations of The Queen Elizabeth Hospital King's Lynn and the ever increasing complexity and workload in primary care. Uncertainty exists in WNCCG land too.

However, to continue the nautical theme, the Home Hospice, in spite of this, is still able to send out lifeboats of help to those in need.

Over the last 12 months there have been some changes in personnel. I would like to welcome those who have generously given up their time to us and thank those who have left us after wonderful service.

The members of staff who have left are Anni Paul, Assistant Co-ordinator for 2 years and her husband Tony, who was our Caretaker and also a volunteer driver.

The volunteers who have left are:-

Alan Collett - Management Committee - 13 yrs

Sue Henry, Volunteer Representative, Management Committee - 8 years

Sandra Haw - Management Committee - 6 years

Rob Young has retired as Fundraising Chairman but stays on the fundraising committee.

Adrian Adcock has taken on the role of Fundraising Chairman.

Dee Davies - 12 years

Dot Owen - 4 years

Michael Atkinson - 6 years

Sally Tambaya - 13 years

Vicky Reckett - 5 years

Sadly, another volunteer, Ce Mullenger, passed away on 16th May 2013.

I would like to give my warmest welcome to our new staff:-

Annette Hardy - Assistant Co-ordinator

Wendy Martin - Bereavement Support Co-ordinator

and to the new volunteers:-

Antonia Hanbury

Claire Askew

Cliff Coker

George Stone

Stephen Pye

One new service has been developed over the last year, the Bereavement Support Group, an 8 week course which took place in March/April.

The Management Committee consisting of staff and volunteers continues to meet quarterly. This allows governance for the organisation's work and performance and provides direction.

The Home Hospice continues to network with other provider organisations, and a representative attends the West Norfolk Palliative Care Group meetings. Recently there was a Major Provider function at Knights Hill complex in King's Lynn where the Home Hospice was present. This activity is essential both for shaping palliative care in West Norfolk, maintaining our presence at the table and informing others of what we do, especially other providers in primary and secondary care and, of course, the WNCCG itself.

Overall we have had another good year and still remain well placed and financially sound due to the valiant efforts of the fundraising committee, and the very kind and generous donations received from the community. Together this enables the Home Hospice to provide, free of charge, support to patients and their families helping them to cope with the ultimate most difficult time in their lives.

I am honoured and humbled to be part of this wonderful organisation and would like to thank the staff, volunteers and numerous fundraisers without whom the organisation could not continue.

Dr Ian Haczewski Chairman

CO-ORDINATOR'S REPORT

The past year has been a time of changes particularly with personnel but I am happy to report that we continue to support patients, carers and the bereaved to the same high standard as ever and we always strive to improve this even further.

Firstly, I want to thank Ian for his first year in office as Chairman, it is always an unknown when there is a change at the top and of course we had had a very strong leader in Peter for the previous 5 years. But Ian has proved to be very supportive, and he calls in to see us regularly. Thanks also to Mavis who has been so helpful throughout the year, she attends many of the West Norfolk End of Life and Palliative Care meetings on our behalf and has been very supportive to me personally too.

We have been sorry to say goodbye to several of our long term volunteers; Dee, Dot, Michael, Sally, Vicky and most recently Sue Henry who has not only been the Volunteer Carer Representative but has also given much advice and help in developing the Bereavement Support Pathway and with volunteer training. A big thank you to them all for all their commitment and help they have given over the years. Also I must report with sadness the death of Ce Mullenger on 16th May last year, just a couple of days after our last AGM. She is sadly missed but I am pleased to report that her husband, Jim, is coping well and he continues to support us in a small way with transport for our Bereavement Group.

On the plus side we have recruited new volunteers and are pleased to welcome Antonia, Claire, Cliff, George, and Stephen to our team and also Sarah, one of our fundraisers, who has also joined our Daycare helpers. All volunteers have Induction and Moving and Handling training. They can also attend regular talks and training sessions at our monthly support meetings. First Aid training is provided too and this was undertaken by 23 volunteers and staff yesterday.

There was also great sadness when Anni Paul, our Assistant Co-ordinator, and her husband Tony, who was a carer volunteer plus our office cleaner, left at Christmas. They were a very popular couple and they gave much to our service, we wish them well for the future.

However, we have been very fortunate to appoint Annette Hardy as our new Assistant Co-ordinator. She brings a wealth of experience having been a District Nurse with a particular interest in palliative and end of life care in the community. We are already finding her professionalism and expertise invaluable.

We were also pleased that we were able to make Wendy Martin's role as Bereavement Support Co-ordinator partly paid, although she also continues to give a lot of time voluntarily. She will say a few words about the bereavement service later.

The figures for 2013:- there have been small increases in most areas of the work although this year has been about reviewing and consolidating to ensure our resources are targeted in the right areas. There were 128 referrals, last year's figures are in brackets, (125) and we have supported 287 (266) patients, carers and bereaved people.

We continue to liaise and work with all the other service providers and our referrals came from GPs, the Community Nursing Team, Macmillan, The Queen Elizabeth Hospital, King's Lynn and Swaffham Community Hospital, Social Services and other agencies plus self referrals. We have recently joined with Macmillan, Big C and Norfolk Hospice to form the W.I.S.H. Collaboration, which stands for Well-being, Information, Support and Health. Our aim is to work together to ensure patients have access to all the services they need. On Saturday 17th May we held an information day at Knights Hill, in King's Lynn, with these services and many other agencies attended including Parkinsons, MND, MS Society, Remap, Age Concern. So a great deal of networking went on.

7283 care hours were provided in 2013 *(7/3/)*

We did **783** (868) hospital trips and volunteers and staff drove 61940 (7/565) miles to support patients. This is a reduction in last year's figures and may be because we have had to be strict on our criteria for offering transport as we only have a limited number of drivers and many of them can only offer one day a week or less. Alan is our

Transport Manager and he does a brilliant job organising the trips and ensuring our patients get to their hospital appointments safely and on time. It can be very challenging especially over the winter when we regularly had 6 trips a day to cover, and on a few occasions in February even more.

The Day Care Group is now run by Annette, and it continues to be a place of fun and laughter. She devises many games and activities to keep patients engaged and stimulated but there is also an opportunity for patients and their carers to talk through problems and concerns. She has a great team of volunteers to help run the day care and I would particularly like to mention Anne who has been an absolute stalwart of the service and has done many extra sessions to help when we have been short of volunteers. There were 220 (202) day care attendances in 2013.

Art and Craft Group attendance was up to 257(229), it continues to be run by Georgie with help from more volunteers. Sometimes there can be intense concentration when a new activity is being introduced whereas other times there is more jollity and not much 'work' getting done!

Georgie also runs our **Carers Group**, it is held twice monthly at Ceres bookshop cafe. There were **41** (47) attendances last year. We also held 2 cream teas at Cockley Cley Hall last year for patients and carers to enjoy together.

Our Bereavement Support service goes from strength to strength, not only are we doing one to one support and two groups, but Wendy has also introduced a course for bereaved people but I will hand over to her to tell you about it in a moment. In total last year there were 604 (7/7) group attendances and 239 (166) individual support visits. We also held our annual Tree of Lights Service at the Green Britain Centre with a record turn out on the night of over 200 people.

Report from Wendy Martin, Bereavement Support Coordinator.

Over **60 clients** have received **one to one bereavement support** since we became fully operational. We are currently **supporting 14** in this way. We have 8 volunteer bereavement supporters, who go into the clients' homes, additionally I see clients in the office. The training for the supporters is on-going, and the volunteers are all committed and dedicated. I have an excellent team.

I can also report on the successful completion of our first 8 week bereavement support course, which ran from 4th March to 22nd April 2014. 6 members, all of whom had lost a spouse, took this group therapy. They had all received one to one support prior to starting the course. The course allowed the group to explore all areas of their grief and they learned to share their feelings with others who understood completely.

The feedback has been very positive, some members of the group have said it made a great difference to their lives. They have reported making progress towards acceptance of the huge changes their bereavement has made to them and their future. They say that the course has increased their self-esteem and made them more confident and as a result they feel stronger. The members of the group have met socially since the course ended and they intend to continue to meet. This is aimed at helping them to combat the dreadful loneliness which engulfs them after losing their life partner.

Another course is planned in September, and we already have several people waiting for this.

Our Complementary Therapies are very well received and there were $260 \ (2/7)$ sessions last year. There were $100 \ (/08)$ equipment loans, mainly electric recliners, wheelchairs, continence and bathing aids. This keeps Alan busy as he cleans and maintains the equipment as well as doing most of the deliveries. Patients always get health and safety advice on the use of equipment.

So our service continues to be in high demand but we are not complacent and to ensure we are offering the service that is needed we send out a survey to patients and carers each year. The results of last year's survey were as positive and encouraging as usual. We had a 76% response rate and of these 100 % reported that the service had been very helpful.

The services used were; 73% transport 30% accessed one of our groups 30% had home visits

28 % enjoyed complementary therapies 24 % loaned equipment 9% used our head start service.

Of those referred in the previous 12 months 38 said the referral process was excellent, there were no negative comments.

Staff in the office were rated as 100% very helpful Volunteer carers were rated as 99% very helpful, 1% helpful

Some lovely comments were written, here are a few:-

What words would you use to describe our service?

- Considerate, kind, good listeners.
- A service that takes the worry of how you can manage with your needs.
- Absolutely fantastic, we would have been in a real muddle without all your help.
- Wonderful, a light going on from a dark place from being so alone, to help given so willingly.
- I have felt every time I am a person and not a number.
- The service you give is excellent. Understanding, caring, empathetic nothing is too much trouble.

How helpful have you found our staff in the office?

- They were very helpful and will help you if they can, if not they know someone who does.
- Never rush you, they listen, take note, they take care of what you need but also of you.

How helpful were our volunteer carers and drivers?

- Excellent, always cheerful and polite, always on time and efficient.
- Never rushing you, just caring always, you always seem safe with them.
- They go out of their way to help you as much as they can.

Is there anything that you would have liked the Home Hospice to have done differently for you or the person you care for?

- No, everything we have asked for they have helped us with.
- No, they were perfect in every way.
- No, a well-run organisation. Just stay as you are.

I think you will agree that we must be getting something right and that are volunteers are to be congratulated on the wonderful job that they do. I also think it is very important to remember that it is all about team work and everyone plays their part to make the organisation successful. We have a good management team who oversee our work, a fantastic band of fundraisers, without whom we could not offer these services, a very supportive wider community and of course our wonderful staff team, Alan, Annette, Georgie, Wendy, Jayne, Leigh and Adrian. It is only by us all pulling together that we can continue to support patients and their families and fulfill the aims that we were set up to do. I thank all of you for your support, help, commitment and goodwill.

Debbie Harfield Co-ordinator

VOLUNTEER'S REPORT

It has been a great privilege to have represented the volunteers for so long and I hope I have reported accurately their thoughts and feelings over the years, that I have supported them adequately in times of need and shared their highs and lows.

During my time as a volunteer I have seen the Home Hospice go from strength to strength, from humble beginnings in Ash Close to where we are today in Brocks Road. This venue has provided the Home Hospice with a good space for their patient activities, volunteer training and meetings but, as ever, more space is always required.

After 5 years in this position I felt it was time for another volunteer to be a representative on this committee. As this is my last report I thought I would reflect on life as a volunteer and what can be gained and experienced within that role. As a new volunteer you are welcomed into a warm and caring family and given valuable introductory training, you become proficient in the lifting and handling of patients, of giving first aid and being equipped with the skills of listening. Most importantly, recognising what caring at the 'End of Life' really means. As a volunteer it is a privilege to be invited into the homes of our patients and to be allowed to drive our patients to hospital appointments. Sharing patient's intimate thoughts, worries and fears is again a huge privilege and no volunteer takes this role lightly.

There is fun and laughter within the Home Hospice as well as tears and sadness. This has to be expected as emotions are always running high.

Volunteers are well supported by the staff and feel the door to them is always open.

I personally feel that all the volunteers should, and I think do, command a great deal of respect from the community they serve and each volunteer should be made aware of the wonderful service they provide.

I would like to wish the Swaffham & Litcham Home Hospice Team good luck in the future and I know it will go on developing the care that it offers to Swaffham and the surrounding villages.

Sue Henry Volunteer Representative

FUNDRAISING COMMITTEE REPORT

I am pleased to submit this report detailing our fundraising activities during the I2month period ended the 31st March 2014. Whilst I am submitting this report, the vast majority of the fundraising activities were carried out under the leadership of Rob Young. Rob took over from me as Chair of the Home Hospice Fundraisers over 3 years ago, stepping down from the role at the end of December 2013. Rob has been a strong and effective leader over the past 3 years. His drive and enthusiasm has seen our fundraising efforts reach new heights in terms of money raised.

I would also like to thank the rest of the Fundraising Committee for all their hard work and support, firstly to Rob and latterly to me, during the last I2 months. Also, Leigh Taylor`s help, together with that given by the rest of the Office Team has been invaluable.

To celebrate the fact that 2013 was the 25^{th} Anniversary year of the formation of our organisation, the Fundraising Committee, under Rob's leadership, set themselves a target of raising £25,000 during the year. Between the 1st lanuary 2013 and December 31st 2013, the actual figure raised was in excess of £34,000

The figures quoted below cover the financial year from 1st April 2013 to 31st March 2014.

Major sources of Income 2013/14

Event	Date	Amount raised
Woofs and Wellies Sponsored Walk	14 th April 2013	£1634
Hunstanton Concert Band	22 nd April 2013	£720
Coffee Morning – Gill Creed	15 th May 2013	£1655
Street Collection	25 th May 2013	£558
Girls Night Out 3	22 nd June 2013	£2994
Cockley Cley Evening	14 th Sept 2013	£8081
Xmas Draw (incl Barclays Matched Funding)	Nov/ Dec 2013	£2608
Tree of Lights	9 th Dec 2013	£4022
Wildlife Talk	7 th March 2014	£658
Choirs Concert	29 th Mar 2014	£975

Additional sums were received from Loose Change and Collection Boxes (£981); raffle of donated quilt (£122); Sale of Office Sundries (£310); Coffee Morning at Methodist Church Rooms (£174); Sponsored Running Events (£1100); Stalls at Local Shows, Fetes and Carnival (£781), Xmas Tree Festival, Swaffham Church (£170) and the stall at Swaffham Friday Market (£156).

We received a further £4300 by way of sponsorship and donations, part of which was in respect of fundraising events organised by third parties where our involvement was minimal.

IIAC Squadron, RAF Marham, are at present in Afghanistan – in the time when they are not on duty, the members of the squadron are carrying out a sponsored challenge to cover 102,000 kilometres in the gym on exercise bikes, rowing machines, roller cycles, cross trainers and anything else on which distance can be measured. We are one of the joint beneficiaries of their fundraising and have received just under £1000 in this financial year

During the financial year ended the 31^{st} March 2014, £30,600 was transferred from the Fundraising account to the main Home Hospice bank accounts. Of the total Gift Aid claimed during the financial year, £2568 related to fundraising events on which it was possible to submit a claim.

Adrian Adcock Chair of Fundraising Committee

TREASURER'S REPORT

I am pleased to report that the Home Hospice Finances remain in a very healthy position. As at the 31st March 2014, the overall "bottom" line (total assets less total liabilities) stood at £244879 of which just under £240,000 related to balances held on bank current and investment accounts. Within the "bottom" line figure of £248,522, there is a reserve set aside (currently £115,000), essentially to ensure that we could meet all liabilities should the company be wound up for any reason in the future. The Management Committee reviews the level of this reserve annually.

Our thoughts when we produced our initial income and expenditure forecast for the financial year was that we expected a deficit of over £16,000. The reasoning behind this was that we expected a substantial fall in the level of donations during the financial year ended 31^{st} March 2014 when compared with those for the previous financial year which included a legacy of over £32,000. In practice, our total income for the year was £146,200 with total expenditure at £148,000 giving a small deficit on the year of £1,800.

Donations for the year totalled almost £50,000 being some £2,000 above our projections. The fact that our projection for Total Income for the year of £138,600 was exceeded by some £7,600 was largely down to the efforts of our fundraising team whose contribution during the financial year ended 31/03/14 was in excess of £30,000. During the calendar year 2013, they raised in the region of £34,000.

NHS Funding, at just over £53,000, was only slightly lower than the previous financial year. I am pleased to report that NHS Funding will remain at this level for the financial year ending on the 31st March 2015.

Looking at expenditure for the year, over 70% of this related to the cost of staff salaries and volunteers and patients travel. Salaries were very much in line with the previous year with a reduction of around £6,500 being seen on travel expenses. Our total expenditure at £148,000 was £6,700 less than originally projected.

Whilst, as an organisation, we are "cash" rich, it remains difficult to obtain any sort of decent rate of interest on investments.

Adrian Adcock Treasurer

Income and Expenditure Account - year ended March 31st 2014

	Y/E 31/03/14		Y/E 31/03/13	
Income	£	£	£	£
General and Bereavement Donations	50,139		81,765	
Regular Giving Scheme	4,395		3,929	
Grants	53,130		53,832	
Fundraising - per fundraising committee	30,600		19,954	
Sundry Receipts including Gift Aid	4,242		4,215	
Investment Interest	3,726		3,537	
Restricted Funds	- 7.		1,234	
Total Income		146232	,	168466
Expenditure				
Patient Care				
Salaries	80,677		80,681	
Volunteers and Patient Travel	27,848		34,434	
Volunteers and Staff Training	1,070		1,466	
Community Support	5,783		3,907	
Reflexology	4,401		3,525	
Head Start	П		76	
Repairs and Renewals	471		199	
Capital Expenditure (Equipment for Patients)	1,220		1,830	
Restricted Funds			0	
		121481		126118
Administration				
Insurance	1640		1570	
Postage	736		576	
Publicity	205		1778	
Stationary	903		1008	
Telephone	1637		1631	
Sundry Expenses	3117		1830	
Repairs and Renewals (Office Equipment)	233		42	
Capital Expenditure (Office Equipment)	670	0.1.11	480	00.15
		9141		8915
<u>Premises</u>	100.44			
Rent	10944		10711	
Electricity	2638		2629	
Water	419		376	
Cleaning	1184		676	
Repairs and Renewals	657		634	
Capital Expenditure		15842	0	15026
		13042		13026
Financial Expenses/Provisions	/70		/22	
Subscriptions and Licences	679 77		620	
Bank charges	77		70	
Accountants	829		901	
Fund Raising - Office	16	1701	542	2122
		1601		2133
Total Expenditure		148065		152192
Net (Deficit)excess for the period		-1833		16274

Draft Balance Sheet For Financial Year Ended March 31st 2014

	£
FIXED ASSETS Equipment & Furniture and Fittings etc	4,403.36
CURRENT ASSETS Debtors Bank and Investment Accounts	3,369.75 239,935.33
TOTAL CURRENT ASSETS	243,305.08
TOTAL ASSETS	247,708.44
CURRENT LIABILITIES Creditors	2,829.79
TOTAL CURRENT LIABILITIES	2,829.79
CURRENT ASSETS LESS CURRENT LIABILITIES	240,475.29
TOTAL ASSETS LESS TOTAL LIABILITIES	244,878.65

MANAGEMENT COMMITTEE

DR IAN HACZEWSKI - Chairman and Trustee

MAVIS WHITE - Deputy Chairman and Trustee

SIMON FOWLER - Company Secretary and Trustee

DR NICKY HOLMES - Trustee

ADRIAN ADCOCK - Treasurer

DEBBIE HARFIELD – Co-ordinator (Non-Voting)

ANNE BUTTON - Carer's Representative

ADRIAN ADCOCK – Fundraising Chairman

The Management Committee is collectively responsible for the operation and running of Home Hospice.

It is possible, by arrangement, for any other member of Home Hospice to attend the quarterly Management Committee meetings.